

**Prediksi Kebutuhan Tenaga Kerja Berdasarkan Beban Kerja di  
Bagian Loker Pendaftaran Rawat Jalan Poli Radioterapi RSUP Dr.  
Kariadi Semarang Tahun 2017**

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**ABSTRAK**

Tempat pendaftaran rawat jalan poli radioterapi di RSUP dr. Kariadi Semarang memiliki 5 orang petugas. Loker pendaftaran pasien hanya ada 2 buah loker, kurangnya loker pendaftaran memicu terjadinya komplain karena waktu tunggu pendaftaran pasien lama. Penelitian ini bertujuan untuk mengetahui kebutuhan tenaga kerja berdasarkan beban kerja petugas pendaftaran poli radioterapi RSUP Dr. Kariadi Semarang tahun 2017. Jenis penelitian adalah penelitian deskriptif dengan metode observasi dan wawancara. Subyek penelitian ini adalah petugas pendaftaran poli radioterapi sebanyak 5 orang dan obyek penelitian ini adalah beban kerja. Hasil penelitian menunjukkan, rata-rata jumlah kunjungan pasien per hari adalah 220 pasien. Rata-rata jumlah pasien yang dapat dilayani petugas yaitu 15 pasien per jam. Waktu kerja tersedia yaitu 1.848 jam per tahun. Standar kelonggaran petugas yaitu 1,00. Kuantitas kegiatan pokok yaitu 27.230,28 pasien per tahun. Jumlah kebutuhan petugas pendaftaran yaitu 9 orang. Saran, Perlu ada SOP yang jelas untuk petugas pendaftaran Poli Radioterapi, perlu penambahan petugas filing, menerapkan system pendaftaran elektronik saja, dan perlu petugas dengan kriteria lulusan DIII RMIK.

Kata Kunci : Pendaftaran Rawat Jalan, Beban Kerja, Kebutuhan Tenaga Kerja, WISN

**Prediction of Manpower Needs Based on Workload in Part Counter  
Outpatient Registration Poly Radiotherapy Dr. Kariadi Semarang  
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**ABSTRACT**

Outpatient admissions center of radiotherapy clinic in Central Public Hospital dr. Kariadi Semarang had 5 officers. Patient admissions center only had 2 counters. Lack of admission centers triggered complaints due to long waiting period for patient admission. This study aimed to determine officers need based on admission officers workload in radiotherapy Clinic Central Public Hospital Dr. Kariadi Semarang 2017. This study was a descriptive study with observation and interview method. Study subjects were admission officer in radiotherapy clinic was 5 officers and study object was workload. Results showed that, average number of patient visits per day was 220 patients. Average number of patients served by officers was 15 patients per hour. Available working time was 1,848 hours per year. Officers allowance standard was 1.00. Quantity of work was 27.230,28 patients per year. The number of registration officer needs was 9 officers. Suggestion, There should be a clear SOPs for admission officers Radiotherapy Clinic, need additional filing officer, applied an electronic admission system only, and need an officer with criteria diploma degree of medical record graduates.

**Keyword** : Outpatient Admissions, Workload, Manpower Needs, WISN